**Divya Agrawal** **(408) 627 5952** [divya6sf@gmail.com](mailto:divya6sf@gmail.com)

**Professional Summary:**

3 years of experience on the Salesforce Platform in Apttus/Salesforce implementation with classic & lightning interface certified in Salesforce Administration and CPQ specialist.

* Profound in Agile/Waterfall methodology.
* Experience Gathering Requirements from Stakeholders, creating User Stories, and leading UAT sessions.
* Documented the Business Requirements Document (BRD), Functional Requirement Document & Test Case Document.
* Acted as a Liaison between developer & client to ensure features & functions are in accordance with the customer needs
* Participated in UAT Training to the Business Users for User Acceptance Testing.
* Collaborated with QA and business/development teams to maximize timely delivery of solutions
* Performed Admin tasks such as creating Profiles, Roles, Users, Page Layouts, Approvals, Workflow Rules, Process Builder, Validation Rules, Reports and Dashboards, created Lookup & Master Detail Relationship.
* Ability to handle conflict between Stakeholders and prioritize requirements.
* Excellent analysis, problem solving and time management skills
* Strong Communication, Interpersonal skills. Capable to work independently and in cross functional team.

**Technical Skills:**

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| **Salesforce Platform** | Custom objects, Profiles, Roles, Page Layouts, OWD, Permission Sets, Sharing rules, FLS, Workflows, Process Builder, Approvals, Validation Rules, Reports & Dashboards. |
| **CLM** | Contract request, authoring, redlining, negotiation, electronic signature, contract amendment & renewal |
| **CPQ** | Products, Bundles, Options, Price Rules, Product Rules, Quotes, Contracts, Order, Configuration Attributes, Pricing Methods, Amendments & Renewals |
| **Tools** | JIRA, X-Author, Data Loader, Microsoft Office |

**Certifications:**

Salesforce Certified Administrator & Salesforce Certified CPQ Specialist

**Work Experience**

**Salesforce BSA/Admin April 2018 – Present**

**American Psychological Association (APA) CPQ**

* Configured Products, Product Bundles, Product Options and Configuration Attributes.
* Configured Price Book, Price Rules, Discount Schedule, Workflow Rules, Process Builder and Approvals.
* Created Test Case Document with the Technical Team in accordance with the Business Requirements.
* Provided Test Reports with the executed Test Cases to the Project Team members.

**HumanGood CLM**

* Used Apttus X-Author to configure Templates/Clauses using Merge fields, Tables & Segment Conditions.
* Implemented Adobe In-Person E-Signature according to customer needs
* Managed 4 different Templates such for California, National, Single and Double.

**Cirrus Aircraft CPQ**

* Created new Price Lists 2021 for various Products
* Configured Products, Features and Options using Apttus configuration.
* Wrote Validation Rules and Constraint Rules for product selection.

**A O Smith CLM**

* Worked as Business System Analyst/ Salesforce Admin for all needed Salesforce Configurations
* Participated in Discovery Sessions, Requirement Gathering, Deployment using Change Sets.
* Experience with Apttus CLM Creating Agreements, Generating Documents and Contract Negotiations.

**Education:**

Bachelor’s in computer science. GPA 3.8.